

PENSIONS  
**INVESTMENTS**  
LIFE INSURANCE



**Irish Life**

# SIGNATURE

UNIQUE INVESTMENT SOLUTIONS









# ABOUT US

Established in 1939, Irish Life is Ireland's leading life and pension company. Since July 2013 Irish Life has been part of the Great-West Lifeco group of companies, one of the world's leading life assurance organisations.

Irish Life is committed to delivering innovative products backed by the highest standards of customer service and, as part of Great-West Lifeco, has access to experience and expertise on a global scale, allowing the company to continuously enhance its leading range of products and services.

Information correct as of November 2017. For the latest information, please see [www.irishlife.ie](http://www.irishlife.ie).

SIGNATURE		
	Aim	To help you and your Financial Adviser or Financial Broker to build an investment portfolio that meets your long-term needs.
	Risk	The risk level depends on the option, or mix of options, you choose.
	Capital protected	No.
	Funds Available	Your Signature plan offers you a wide range of funds to choose from. Please see your separate Fund Guide booklet for a full list of funds available.
	Time period	You can invest for as long as you like - we recommend 5 years or more.
	Jargon-free	Yes.

## COMMITTED TO PLAIN ENGLISH

There is no financial jargon in this booklet and everything you need to know is written in an upfront and honest way.

We are delighted to have received the 'Best in Plain English' Award from the Plain English Campaign in 2009. This special award was made to mark the 30th anniversary of the Plain English Campaign and recognises our contribution to communicating clearly. For this award, we were chosen ahead of 12,000 other organisations from 80 countries.



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All information including the Terms and Conditions of your plan will be provided in English.

The information and figures quoted in this booklet are correct as at November 2017 but may change.

## INTRODUCTION

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This booklet will give you details of the benefits available on the Signature plan. It is designed as a guide that allows us to explain the product to you in short and simple terms. There will be more specific details and rules in your Terms and Conditions booklet which you should read carefully.

### *Our service to you...*

#### PUTTING YOU FIRST

We are committed to providing excellent customer service to you at all times from the moment you apply right throughout the life of your plan. When you ring us, you will get straight through to our customer service team, based in Ireland, who will be on hand to listen to your queries and help you when you are looking for answers. Here is just a sample of the services we offer.

#### KEEPING IT SIMPLE – CLEAR COMMUNICATION

Because financial products can be complicated and difficult to understand, we are committed to using clear and straightforward language on all our communications to you. As a result, we work with Plain English Campaign to make sure all our customer communications meet the highest standards of clarity, openness and honesty.

#### KEEPING YOU UP TO DATE

We are committed to keeping you informed about your plan. Because of this, every year we will send you a statement to keep you up to date on your plan details.

#### ONLINE SERVICES

We have a range of online services available for you. You can track your regular investment online by visiting [www.irishlife.ie](http://www.irishlife.ie). You will need a Personal Identification Number (PIN), which you receive when you start your plan. If you have lost your PIN or need a new one, contact our customer service team on 01 704 1010.

Our online services help you keep up to date, at any time, with how your plan is performing. You can:

- View the current value of your investment;
- Change your choice of fund;
- View your annual benefit statements; and
- Use our information service - weekly investment market updates, fund information and fund prices.

You can also phone our automated Customer Information Line on 01 704 1111, to obtain a current value, access our weekly market update and to change your PIN.

#### WHAT HAPPENS AFTER I APPLY?

When we receive your application form, we will send you your Irish Life Welcome Pack which includes:

- a plan schedule which sets out the specific details of your Signature plan;
- a detailed Customer Information Notice;
- a terms and conditions booklet, which sets out the legal terms and conditions for your Signature plan;
- a Fund Guide booklet that sets out details of all funds available on your plan; and
- a copy of this booklet.

## DOCUMENTATION REQUIRED

We'll need some documents from you before you can take out this plan. Whether or not you already have a plan with Irish Life, you'll need:

### 1. Photo Identification

We can accept one original of any of the following documents:

- Your current national passport or
- Your current valid Irish, UK or European drivers licence (with photo)

or

- Your EU National Identity Card (EU country).

Also, all of the above need to be in your own name.

### 2. Proof of address

You can use one of the following:

- A utility bill (dated within the last six months)
- An original bank/building society statement (issued in the last six months)
- Your Determination of Tax Credits for the current year
- Your original household/health or motor insurance documents (less than 12 months old).

Make sure the name and address on your proof of address matches the details of your new plan.

### 3. Your PPS (Personal Public Service) number

Any one of the following will do:

- P60,
- P45,
- P21 Balancing statement,
- Payslip (where employer is identified by name or tax number),
- Drug payment scheme card,
- PAYE Notice of Tax Credits,
- Child Benefit Award Letter/Book.



### *How to contact us...*

If you want to talk to us, just phone us on 01 704 1010.

#### Our lines are open:

8am to 8pm Monday to Thursday

10am to 6pm Fridays

9am to 1pm Saturdays

In the interest of customer service, we will record and monitor calls.

You can also contact us in the following ways:

Email: [customerservice@irishlife.ie](mailto:customerservice@irishlife.ie)

Fax: 01 704 1900

Write to: Customer service team,  
Irish Life Assurance plc,  
Irish Life Centre,  
Lower Abbey Street,  
Dublin 1.

Website: [www.irishlife.ie](http://www.irishlife.ie)

## ANY PROBLEMS?

If you experience any problems, please call your Financial Adviser or Financial Broker or contact our customer service team. We monitor our complaint process to make sure it is of the highest standard. We hope you never have to complain. However, if for any reason you do, we want to hear from you. If, having contacted the customer service team, you feel we have not dealt fairly with your query, you can contact:

The Financial Services Ombudsman  
3rd Floor Lincoln House  
Lincoln Place  
Dublin 2.

**Lo-call:** 1890 88 20 90

**Email:** [enquiries@financialombudsman.ie](mailto:enquiries@financialombudsman.ie)

**Fax:** 01 662 0890

**Website:** [www.financialombudsman.ie](http://www.financialombudsman.ie)

## SOLVENCY AND FINANCIAL CONDITION REPORT

Irish Life's current Solvency and Financial Condition Report is available on our website at [www.irishlife.ie](http://www.irishlife.ie).

## SIGNATURE

Signature gives you access to a unique range of funds:

1. offering a wide range of investment assets;
2. from a number of different geographical or industry sectors;
3. managed by a selection of investment managers and
4. using a mix of different fund management styles and approaches.

Signature gives you and your Financial Adviser or Financial Broker a range of the highest quality investment tools to build the portfolio to suit your long-term needs. We recommend you consider investing in Signature for five years, or more.

Working with your adviser, you can choose from funds that give you access to a full range of assets. For example, you can choose from funds invested in shares and property which, in the past, have given the highest potential return over the long term, but with the highest levels of ups and downs. Or, you can make sure your investments are well-balanced by including a mixture of fixed-interest bonds or commodities (such as oil and gas).

With Signature, we've brought together a choice of fund managers for you to choose from. You can choose to invest in funds run by Irish Life Investment Managers, Fidelity, Setanta, and Davy. Or you can choose to invest in our 'indexed' managed funds which aim to track the performance of particular stock markets. Working with your adviser, you can choose funds from the manager, or mix of managers, that best suit your needs.

**Warning: The value of your investment may go down as well as up.**

**Warning: If you invest in this product you may lose some or all of the money you invest.**

**Warning: This product may be affected by changes in currency exchange rates.**

**Warning: Past performance is not a reliable guide to future performance.**

Signature is a lump sum unit linked life insurance plan. Your lump sum minus, the 1% government levy, is used to buy units in your chosen funds.

The value of your plan is then linked to the value of the units in these funds. Before deciding to invest in Signature you should read the separate Fund Guide booklet which aims to help make your investment decision easier by explaining the funds by their level of risk and giving you full information on each fund. The Key Information Documents for this product are available to view at any time on [www.irishlife.ie/key-information-documents](http://www.irishlife.ie/key-information-documents). Alternatively you can contact us and we can provide you with the relevant Key Information Document. Our contact information is on page 3.



## IS THIS PLAN SUITABLE FOR ME?

Below we have set out some important points to help you decide if this plan is suitable for you. If you are in any doubt, you should contact your Financial Adviser or Financial Broker.



## SUITABILITY SNAPSHOT

This plan might suit you if you:
✓ want to invest for at least five years;
✓ have at least €20,000 to invest;
✓ are prepared to risk getting back less than your original investment;
✓ want to invest in a product with a wide range of fund options; and
✓ are prepared for the value of your investment to change over time.

This plan might not suit you if you:
✗ want to invest for less than five years;
✗ have less than €20,000 to invest;
✗ are looking for a product where your initial investment is protected;
✗ want to invest in funds with little risk of movement in value; and
✗ are not prepared to risk some of the value of your investment.



## FUND INFORMATION

Signature gives you a wide range of high quality investment options for you to choose from.



Choosing what suits you depends mainly on:

1. the amount of risk you are willing to take; and
2. the amount of control you want on your mix of investments.

The funds that give you the opportunity for highest growth tend to also have the potential for higher ups and downs along the way. If you invest in these higher-risk funds, you should realise that, in wanting the potential for a higher return, you could lose some of the value of your investment.

For more cautious investors we offer a choice of lower-risk funds. These funds could suit you if you don't want to take on too much risk with your investment but the potential for large gains is lower than if you choose a higher-risk investment.

Think about how you feel about the risks associated with investing. Everyone's situation is different, and everyone handles risk differently.

With the help of your Financial Adviser or Financial Broker, you can decide how much risk is right for you. Once you start Signature, you can switch to higher or lower-risk options free of charge. You should speak with your Financial Adviser or Financial Broker if you are thinking about switching funds at any stage.

**Warning: This product may be affected by changes in currency exchange rates.**

**Warning: The value of your investment may go down as well as up.**

**Warning: If you invest in this product you may lose some or all of the money you invest.**

For full details on the fund options available through Signature please see your separate Fund Guide.



We have designed Signature to meet your changing needs. For example you can change the amount you invest or cash in some of your investment from time to time. And, you can change your fund mix as often as you like – free of charge.

### CHANGING YOUR FUND CHOICES

You can spread your investment over as many as 10 funds to start with. You can then decide to switch in and out of any number of funds. These switches are free and there is no limit on the number of switches you can ask for.

Signature funds have different levels of charges and potential risk and return. To make sure you have all of the information you need, you should talk with your Financial Adviser or Financial Broker before you ask us to switch any of your investment.

## TAKING A REGULAR WITHDRAWAL

You can ask us to automatically cash in part of your investment every month, three months, six months or year. There is no early cash-in charge for taking a regular withdrawal. The amount you receive will be based on your choice of funds. You will find a full list of funds in your separate Fund Guide.

We can pay you this withdrawal in two ways.

- As a percentage of your fund. For most funds this is between 4% and 8% of the fund before tax. You will need to tell us what percentage of the fund you want to cash in.
- Or, you can decide on a specific amount – please tell us the 'after tax' amount you want to get.

### Regular withdrawals from property funds

There is a maximum allowable withdrawal of 4% of your fund value before tax on any investments in property funds.

For more information on the property funds please see the section 'Important Information' in your separate Fund Guide. We can pay you this withdrawal by cheque or direct into your bank account. If you want monthly payments, we must pay them into your bank account. Any withdrawal amount we pay you will be taxed based on the profit made by that particular amount. The tax rate is currently 41% (March 2016). We take this tax on your behalf and then pay you the amount after tax. You should discuss with your Financial Adviser or Financial Broker the withdrawal amount you need.

You must remember that if your investment grows on average at a lower rate than the level of the regular withdrawal you are taking, the value of your investment will fall over time and you would get back less than you originally invested.

**Warning: The income you get from this investment may go down as well as up.**

## WITHDRAWING SOME OF YOUR INVESTMENT

You can usually cash in any of your investment at any stage. However, you must cash in at least €350 after tax and the value of your investment after you cash in any of your investment must be at least €5,000. Please see section 4 'Charges and technical information' for full details of the charges that apply when you cash-in or leave your Signature plan.

In certain circumstances we may need to delay switches, withdrawals or transfers out of a fund. The circumstances in which we may delay a switch, withdrawal or transfer can include the following.

- If a large number of customers want to take money out of the same fund at the same time.
- If there are practical problems buying or selling the assets in which the fund is invested.
- For an externally managed fund, if the external manager places a restriction on the fund.

For more information on this and other important information on your investment please see the section 'Important Information' in your separate Fund Guide.

## TOP - UPS

As well as making your initial investment, you can top up your Signature bond at any time, as long as the amount you invest is at least €1,000.

We will invest your extra payment in the same way as your original lump sum is invested at that time.

CHARGES AND TECHNICAL INFORMATION

MINIMUM INVESTMENT

The smallest amount you can start Signature with is €20,000. Once your Signature is started, you can add extra investments from €1,000.

WHAT ARE THE CHARGES?

To cover the cost of setting up and maintaining your Signature Bond, we take the following charges.

1. YEARLY FUND CHARGE

The fund charge each year will depend on the fund, or mix of funds, that you choose to invest in. We take this charge as a percentage of your fund value at a given time. It can be different for each fund you are investing in. We take the charge from the fund each month and this is reflected in the price for each fund. You will find a full list of the charges of each fund, available through Signature, in your separate Fund Guide.

Rewarding you by reducing our charges

We will reduce our charges on all funds by 0.1% after five years and then again after 10 years to reward long-term investors. This reduction will not apply to any yearly fund charges the fund managers will take.

2. YEARLY PLAN CHARGE

This charge, if it applies, will be shown on your plan schedule. We take it as a percentage of your fund value and it could be up to 0.5% a year. We cancel units every month to pay this charge. If it appears on your schedule, it applies as well as the yearly fund charge above.

3. CHARGES IF YOU CASH IN SIGNATURE

Early cash-in charges

We have designed Signature for an investment term of five years or more. However, if you decide to cash in any money from your plan in the first five years of your plan, you will have to pay the following early cash in charge on the value of your fund.

Years 1 to 3	5%
Year 4	3%
Year 5	1%

The early cash-in charges do not apply to the automatic regular withdrawals referred to on page 8.

WHAT TAX DO I PAY?

You will pay tax on the profit your investment makes. The tax rate is currently 41% (March 2016). If the plan is owned by a company the tax rate that applies may be different. We pay this tax from your fund on your behalf and take the amount from anything we pay you when the following take place.

- When you cash in all or part your plan;
- When you die, if the plan is owned by two people, when the last surviving owner dies;
- When you transfer ownership of your plan to someone else. There are some exceptions to this however; you must inform us if you transfer ownership of the investment to someone else; or
- Every 8th anniversary from the start of your plan. Where tax is deducted from your

fund on each 8th anniversary, this tax can be offset against any tax that is payable on a subsequent encashment.

You may have to pay tax on funds that invest in property outside of Ireland. For more information please see the section 'Important information' in your separate Fund Guide, which you should read carefully before deciding to invest in Signature.



Where taxes or levies are imposed by the government, these will be collected by Irish Life and passed directly to the Revenue Commissioners.

The current levy on life insurance premiums is 1% (March 2016). Your separate Fund Guide gives you more information about property, currency and tax (among other important issues). Please read your separate Fund Guide carefully before deciding to take out a Signature plan. Please read the Terms and Conditions Booklet for full details of the charges that will apply to your investment. We will send you a Customer Information Notice specific to your investment with your welcome pack which will show the impact of charges on your chosen investment amount.

## DEATH BENEFIT

If you die, we will pay 100.1% of the fund value of your Signature, less any tax that may be due. The amount we pay could be more or less than the original amount you invested. Your representatives may have to pay inheritance tax on the amount we pay when you die. For joint investors if one investor dies, the investment will automatically transfer to the other investor.

## COUNTERPARTY RISK

It is important to note that the value of investments with any fund manager may be affected if any of the institutions with whom money is placed suffers insolvency or any other financial difficulties. The value of your units will reflect the value of the assets recovered from that manager. Irish Life will not use any of our assets to make up any shortfall.

## INCENTIVE FEES

An incentive fee may be paid to the fund managers if they achieve positive investment returns on the funds they manage.

Depending on the particular fund, circumstances in which an incentive fee may be paid to a fund manager include the following:

- If the investment returns exceed a certain level in any calendar quarter.
- If the investment returns exceed a certain level each year.
- If the investment returns achieved in a particular year are greater than the previous highest investment return.
- If the returns achieved by these funds exceed the performance of a benchmark fund.

If during the term of your plan an incentive fee is paid, this will be reflected in the unit price.

For more information on incentive fees please see [www.irishlife.ie](http://www.irishlife.ie).

## EUROPEAN COMMUNITIES (DISTANCE MARKETING OF CONSUMER FINANCIAL SERVICES) REGULATIONS 2004

If a financial service or product is provided on a 'distance basis' (in other words, with no face-to-face contact), we have to give you certain information. We have included this information under various headings in this booklet and the terms and conditions. All information (including the terms and conditions of your plan) will be in English.

## CUSTOMER INFORMATION NOTICE - CIN

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Plain English Campaign's Crystal Mark does not apply to this customer information notice.

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# INTRODUCTION

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This notice is designed to highlight some important details about the plan and, along with the Signature bond booklet, is meant to be a guide to help you understand your investment. Full details on the specific benefits, charges, remunerations and options that apply to you will be contained in your plan schedule, Terms and Conditions and personalised customer information notice which you will receive as part of your welcome pack. It is important that you read these carefully when you receive them as certain exclusions and conditions may apply to the benefits and options you have selected.

## ANY QUESTIONS?

If you have any questions on the information included in this customer information notice you should contact your sales adviser or your insurer Irish Life, who will deal with your enquiry at our Customer Services Team, Lower Abbey Street, Dublin 1.

## A. INFORMATION ABOUT THE POLICY

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### 1. MAKE SURE THE POLICY MEETS YOUR NEEDS!

Signature Bond is a lump-sum investment plan which aims to meet your medium to long term investment requirements. We recommend that you consider your Signature Bond as an investment for a term of at least five years. Unless you are fully satisfied as to the nature of this commitment having regard to your needs, resources and circumstances, you should not enter into this commitment.

Your sales adviser must indicate whether paragraph **a)** or paragraph **b)** below applies.

- a) This investment replaces in whole or in part an existing investment with Irish Life, or with any other insurer, which has been or is to be cancelled or reduced. Your sales adviser will advise you as to the financial consequences of such replacement and of possible financial loss as a result. You will be asked at the beginning of your application form to confirm this in writing. Please ensure that you have completed this section of the form and that you are satisfied with the explanations provided by your sales adviser before you complete the rest of the application form.
- b) This investment does not replace in whole or in part an existing investment with Irish life or with any other insurer which has been or is to be cancelled or reduced.

### 2. WHAT HAPPENS IF YOU WANT TO CASH IN THE POLICY EARLY OR STOP PAYING PREMIUMS?

**You can cash in your Signature bond, in full or in part at any stage subject to any delay periods mentioned below.**

If you want to take money out of your plan within the first five years an early withdrawal charge will apply to the amount you receive. We will reduce your fund value by the early withdrawal charge. This charge is equal to 5% of the cash-in amount in years one to three, 3% of the cash-in amount in year four and 1% of the cash-in amount in the fifth year. It applies separately to your initial payment and each extra payment made.

This means you may have different early withdrawal charges on different parts of your plan if you have made extra payments.

If we have increased the investment factor for your single payment or for any additional single payment, an additional early withdrawal charge equal to the percentage increase in the investment factor will apply if you cash in your fund or part of your fund before the fifth anniversary of the investment start date for that particular payment. The increased investment factor, if it applies, will be shown on your schedule for your single payment. Please refer to your Terms and Conditions booklet.

In certain circumstances, we may delay encashments. This may be because there are a large number of customers wishing to put money in or encash their fund or part of their fund at the same time, or if there are practical problems buying or selling the assets within the fund or if a fund manager who is responsible for the investment of any part of the fund imposes a delay or if you invest in markets or funds with assets with significant time differences including trading or settlement time differences.

Due to the high cost and time involved in buying or selling properties, a delay of this sort is most likely to happen if you are invested in a property fund (or a fund with a high proportion of property or property related assets). The length of any delay will depend on how long it takes us to buy or sell the assets in the fund. A significant delay would be likely to apply in this situation. Delayed transactions will be based on the value of units at the end of the delay period when the transaction actually takes place.

When there are more customers moving out of a fund than making new investments in it, or there are more customers making new investments than moving out of the fund, we may reduce the value of the units in the fund to reflect the percentage of the costs associated with buying and selling the assets of the fund. The reduction in the value of the affected assets will be different for each fund and is likely to be most significant for the proportion of any fund invested in property. The reduction for any part of the fund invested with fund managers may happen at a different time to the reduction for the rest of the fund.

**The value of your investment may go down as well as up. Therefore your cash-in value may be less than the payment you have made.**

### 3. WHAT ARE THE PROJECTED BENEFITS UNDER THE POLICY?

The Key Information Documents for this product are available to view at any time on [www.irishlife.ie/key-information-documents](http://www.irishlife.ie/key-information-documents). These documents are produced in accordance with the European Packaged Retail and Insurance-based Investment Products Directive. The Key Information Documents show examples of the amount you might get back under different scenarios, assuming an investment amount of €10,000 and using an example charging structure.

After you take out your policy we will send you a Customer Information Notice with a table of projected benefits under your policy. The projected values in this document will be calculated using an assumed level of growth and will be based on the amount you have invested and the specific charges that apply to your policy. They will therefore be different from the information provided in our Key Information Documents.



#### 4. WHAT INTERMEDIARY/SALES REMUNERATION IS PAYABLE?

The Key Information Documents for this product show all the costs that could apply to your policy assuming an investment amount of €10,000 and using an example charging structure. The costs shown in the Key Information Documents include any amount we deduct to cover intermediary/sales remuneration.

After you take out your policy we will send you a Customer Information Notice with a table showing the intermediary/sales remuneration. The remuneration will be calculated using an assumed level of growth and will be based on the amount you have invested and the specific intermediary/sales remuneration that applies to your policy.

#### 5. ARE RETURNS GUARANTEED AND CAN THE PREMIUM BE REVIEWED?

**Any illustrations of future performance you receive are not guaranteed. They are neither minimum nor maximum amounts.** What your fund will be worth depends on the rate at which your investments grow. You could end up with a fund of more or less than these projected amounts. If you take a regular withdrawal, you should understand that the amount you withdraw could be greater than the growth on your investment. This means that the cash-in value of your investment could be lower than the amount you have invested.

If the investment return actually achieved is lower or charges higher than that assumed in these illustrations, you will need to increase your payments in order to achieve the funds illustrated.

##### **Protected Consensus Markets Fund**

A separate guide, the 'Protected Consensus Markets Fund Guide' is available which explains the Protected Consensus Markets Fund in greater detail; you should read this carefully before investing in this fund.

There is a Protected Price Pledge in respect of your investment in the Protected Consensus Markets Fund. The aim of the Protected Price Pledge is that the unit price of the Protected Consensus Markets Fund will not fall below 80% of its highest value.

The Protected Price Pledge is provided to us by Deutsche Bank AG, London Branch - referred to as Deutsche Bank below. Irish Life does not provide the Protected Price Pledge.

The contract between Irish Life and Deutsche Bank is for the period up to 11 September 2020. Therefore the protected price pledge is designed to apply up to this date or until it is triggered, if this is earlier. We will negotiate with Deutsche Bank to try to extend this date but there is no guarantee that we will be successful. We will write to

you on this. The contract may end before 11 September 2020 in certain circumstances. In certain circumstances the protected price pledge may be reduced or removed. **Please refer to your Protected Consensus Markets Fund booklet for full details.**

Irish Life does not provide the Protected Price Pledge on the Protected Consensus Markets Fund. **The Protected Price Pledge is provided to us by Deutsche Bank under the Protected Price Pledge.**

Your contract is with us, Irish Life Assurance plc (Irish Life). Irish Life has a separate contract with Deutsche Bank to provide the Protected Price Pledge in relation to this fund. **Irish Life's commitment to you is to pass on the full amount it receives from Deutsche Bank in respect of your investment. Our commitment to you is restricted to the amount which we actually receive from Deutsche Bank.** No other assets of Irish Life will be used to meet these commitments. This means that if Deutsche Bank does not fulfil its obligations to us under the Protected Price Pledge, for whatever reason, of if the Protected Price Pledge has expired, then you may not receive the benefit of the Protected Price Pledge and the Protected Consensus Markets Fund unit price could fall below 80% of its highest ever value.

You will however receive the actual value of the assets in the fund at that date. Deutsche Bank's obligations in respect of the Protected Price Pledge are restricted to its contract with Irish Life. You do not have a contract with Deutsche Bank and in no event will you be entitled to make a claim directly against Deutsche Bank under the Protected Price Pledge or in relation to Deutsche Bank's obligation to calculate what proportion of the Protected Consensus Markets Fund's performance is linked to the Consensus Markets Fund and the Protected Fund.

## 6. CAN THE POLICY BE CANCELLED OR AMENDED BY THE INSURER?

If the cost of administering your Signature bond increases unexpectedly we may need to increase the charges on your investment. We can alter your Signature bond (or issue another investment in its place) if at any time it becomes impossible or impracticable to carry out any of the investment provisions because of a change in the law or other circumstances beyond our control. If we alter your Signature bond (or issue another in its place), we will send a notice to your last known address explaining the change and your options.

## 7. INFORMATION ON TAXATION ISSUES?

Any taxes or levies imposed by the government will be collected by Irish Life and passed directly to the Revenue Commissioners.

Under current Irish tax law (January 2014), tax is payable on returns made on this plan. The tax rate is currently 41%. We will pay you the after tax amount. If the plan is owned by a company the tax rate that applies may be different.

Tax is payable on your investment returns when

- You make any withdrawal (full or partial) or take a regular withdrawal from your investment
- You reach the 8th anniversary of your investment, and each subsequent 8th anniversary
- You die
- You transfer all or part of your investment to someone else. There are some exceptions to this however you must inform us if you transfer the investment.

The tax payable on each eighth anniversary will reduce the amount invested in the fund from that date onwards. Where tax

is deducted from your fund on each 8th anniversary, this tax can be offset against any tax that is payable on a subsequent full encashment.

Any tax due will be deducted from the fund and thus reflected in the fund performance. If tax legislation and practice changes during the term, this will be reflected in the fund value.

Tax legislation means Irish Life must deduct the correct amount of tax payable. Irish Life retains absolute discretion to determine, in accordance with all relevant legislation and guidelines, its application and interpretation, the tax treatment of this investment.

In some circumstances, additional tax may be due after death. For example, if the investment death benefit is paid to your estate, your beneficiaries may have to pay inheritance tax. There is no inheritance tax due on an inheritance between a married couple or registered civil partners. In certain circumstances inheritance tax due may be reduced by any tax paid on a death under this investment.

If payments are made by anyone other than the legal owner of the investment, for example from a company or business account, there may be other tax implications.

Please contact your Financial Adviser or Financial Broker or Irish Life if you do not fully understand the likely tax treatment of any benefits payable in connection with your Signature investment.

We recommend that you seek independent tax advice in respect of your own specific circumstances.

### **Funds investing in overseas property or other overseas assets**

Some funds invest wholly or partly in property or other assets outside of Ireland. Any UK rental profit from property is subject to the basic UK rate of tax according to current United Kingdom tax law. UK tax incurred by Irish Life in respect of UK property will be deducted from the fund.

For any investments in overseas property, tax will be deducted on any rental profit if this is required by the domestic tax rules of the relevant country. In some instances, depending on the domestic tax rules of the country, capital gains tax may also be payable on capital gains made within the fund.

For any investments in overseas assets, tax will be deducted on income or profits if this is required by the domestic tax rules of the relevant country. In some instances, withholding or other underlying taxes may apply, depending on the domestic tax rules of the relevant country.

Any tax due will be deducted from the fund and thus reflected in the fund performance. If tax legislation and practice changes during the term, this will be reflected in the fund value.

## **8. ADDITIONAL INFORMATION IN RELATION TO YOUR POLICY**

### **What are the benefits and options provided under this investment?**

Signature Bond is an investment plan which aims to meet your medium to long term investment requirements. In addition to making your initial investment, you can top up your Signature bond at any time, provided the additional amount you invest is at least €1,000. In certain circumstances we may decline this additional payment. However, in that case, we will tell you the reason for our refusal.

### **Cashing in all or part of your investment**

You may cash in your investment in full or in part at any time. However, in certain circumstances we may delay part or total withdrawals (please see Section 2).

The minimum amount of money that you can cash in is €350, after deduction of any tax due. The gross value of your investment after you have made a withdrawal must be at least €5,000.

If you cash in more than five years after the start of the plan, you will receive the value of your investment, less any tax due. However, if you want to cash in your investment less than five years after the start of the plan, we will reduce the value of your investment by an early withdrawal charge. This charge is equal to 5% of the value of your investment in years one to three, 3% of the value of your investment in year four, and 1% of your investment in year five. No charge will apply after the fifth year. It applies separately to your initial investment and each extra investment made. This means you may have different early withdrawal charges on different parts of your plan if you have made extra payments.

If we have increased the investment factor for your single payment or for any additional single payment, an early withdrawal charge equal to the percentage increase in the investment factor will apply if you cash in your fund before the fifth anniversary of the investment start date for that particular payment. The increased investment factor, if it applies, will be shown on your schedule for your single payment. Please refer to your Terms and Conditions booklet.

### **Regular Withdrawal**

You may ask to receive a regular withdrawal from your fund. We will pay you this withdrawal as if you were cashing in part of your investment on each payment date i.e. we will reduce the value of your investment by the amount we pay you plus any tax due in respect of this withdrawal.

It is important to remember that if the regular withdrawal amount you take is higher than the rate of growth on the fund that the value of your investment will reduce.

### **Death Benefit**

If you die while the investment is in force (or, for a joint life case, when the second of the investors die), we will pay 100.1% of the value of your fund, less the appropriate tax.

### **What is the term of the contract?**

There is no specified term to your Signature bond. It is an open-ended investment plan and will remain in place while you are alive until you decide to end it.

### **Are there any circumstances under which the investment may be ended?**

Your Signature bond may be ended if, following a partial withdrawal, the value of your investment is less than €5,000.

### **How are the payments invested?**

Signature bond is a unit-linked investment plan. In return for your money we allocate units to your Signature bond from each of your chosen funds as will be listed on your investment schedule. The value of your investment is linked to the value of these units. The value of a unit may go down as well as up over time, depending on how the underlying assets perform. The underlying assets in the fund may be used for the purpose of securities lending in order to earn an additional return for the fund. While securities lending increases the level of risk within a fund it provides an opportunity to increase the investment return. Where a fund manager engages in securities lending, they may keep some or all of the revenue from this activity for themselves.

You do not own the units. Unit-linking is simply a method of working out the value of your investment at any date. The value of your investment at any date will be equal to the total of the number of units allocated to your investment from each fund multiplied by the unit price for units of that fund on that date. The value of your investment will therefore go down as well as up over time as the unit prices change to reflect the value of the underlying assets.

You may, at any time, switch some or all of your money from one Signature bond fund to another by writing to us to request a switch. We do not make a charge for this service. Therefore, the value of your investment will be the same immediately before and immediately after the switch. However it is important to note, before you switch from your original fund choice(s), that the funds in Signature Bond have different levels of risk and potential return and they may also have different yearly fund charges.

In certain circumstances, we may delay switches. This may be because there are a large number of customers wishing to switch into or out of the fund at the same time, or if there are practical problems buying or selling the assets within the fund or if a fund manager who is responsible for the investment of any part of the fund imposes a delay or if you invest in markets or funds with assets with significant time differences including trading or settlement time differences.

Due to the high cost and time involved in buying and selling properties, a delay of this sort is most likely to happen if you are invested in a property fund (or a fund with a high proportion of property or property related assets). The length of any delay will depend on how long it takes us to buy or sell the assets in the fund. A significant delay would be likely to apply in this situation. Delayed transactions will be based on the value of units at the end of the period when the transaction actually takes place.

When there are more customers moving out of a fund than making new investments in it, or there are more customers making new investments than moving out of the fund, we may reduce the value of the units in the fund to reflect the percentage of the costs associated with buying and selling the assets of the fund. The reduction in the value of the affected assets will be different for each fund and is likely to be most significant for the proportion of any fund invested in property. The reduction for any part of the fund

invested with fund managers may happen at a different time to the reduction for the rest of the fund. The switch value you receive will be based on the value of your units in the fund at the end of any notice period.

## Variable charges

Funds are administered at an overall level by Irish Life. For some funds, a part or all of the assets are managed by companies (fund managers) other than Irish Life. There are charges taken from these funds by both Irish Life and these fund managers.

The fund managers take their costs and charges from the assets they manage. These charges are reflected in how the funds perform.

The level of the charges as a percentage of the overall fund can vary for several reasons.

- The first reason for the variability in the effect of these charges on the overall fund is the fact that the charges will vary according to the proportion of the fund invested in each of the underlying funds and the specific charges for these funds. The underlying funds may also change in the future and different charges for the new funds may lead to overall fund charge changing.
- The second reason for the variability is that the costs associated with managing a fund may vary and change over time. These costs include, for example, licence fee where funds track a particular index, legal, accounting and marketing costs.
- The third reason for the variability in the effect of these charges on the overall fund is that some funds may borrow to increase the amount of assets that the funds invest in. Borrowing increases the potential for enhanced returns if the assets perform well, but also increases the level of risk of the investment. The fund manager charges in relation to

investments may be based on the total value of the assets held including any borrowings made rather than on the funds they manage. The amount of borrowing relative to the value of the assets held will determine the level of these charges as a percentage of the funds managed.

If the level of borrowing increases relative to the value of assets, then the level of charges as a percentage of funds managed would increase. For example, a significant fall in asset values could result in a significant increase in the average level of this charge as a percentage of funds managed. This is because a fall in asset values means that the amounts borrowed would represent a higher proportion of the fund value.

Equally, if the level of borrowing reduces relative to the value of assets, then the level of charges as a percentage of funds managed would also reduce. For example, a significant rise in asset values could result in a significant decrease in the average level of this charge as a percentage of funds managed. This is because a rise in asset values means that the amounts borrowed would represent a lower proportion of the fund value.

The charge could also vary if the fund manager receives an incentive fee when they achieve positive investment returns on the funds they manage. This is explained in more detail in your Terms and Conditions booklet.

The actual level of the fund managers' charges may be higher or lower than this depending on the factors outlined above.

**Your Fund Guide contains details on all fund charges, including an example of the average fund charge for funds with variable charges, based on certain underlying fund mixes.**

### **Is there an opportunity to change your mind?**

When your Welcome Pack is issued, you will have an opportunity to cancel the investment if you are not satisfied that the benefits meet your needs. You may do this by writing to the Customer Services Team at Irish Life within 30 days of the date we send you the details of your investment. On cancellation all benefits will cease and Irish Life will refund your investment, subject to deduction of any losses that may have been incurred as a result of falls in the value of assets relating to the investment during the period it was in force.

### **Law applicable to your plan**

Irish Law governs the investment and the Irish Courts are the only courts that are entitled to settle disputes.

### **What to do if you are not happy or have any questions?**

If for any reason you feel that this plan is not right for you, or if you have any questions, you should contact Irish Life Customer Service Team, Lower Abbey Street, Dublin 1 who will deal with your enquiry.

Our Customer Service Team also operate an internal complaints procedure and any complaints you may have will, in the first instance, be fully reviewed by them. If you feel we have not dealt fairly with your complaint, you should contact the Financial Services Ombudsman at 3rd Floor, Lincoln House, Lincoln Place, Dublin 2.

## B. INFORMATION ON SERVICE FEE

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There are no charges payable to Irish Life other than those set out in your table of benefits and charges and in your Terms and Conditions booklet

## C. INFORMATION ABOUT THE INSURER/ INSURANCE INTERMEDIARY/SALES EMPLOYEE

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### Insurer

Your Signature bond is provided by Irish Life Assurance plc, a company authorised in Ireland. Irish Life Assurance plc is regulated by the Central Bank of Ireland. You can contact us at Irish Life Centre, Lower Abbey Street, Dublin 1, by telephone at 01 704 1010, by fax at 01 704 1900, and by e-mail at [customerservice@irishlife.ie](mailto:customerservice@irishlife.ie). In the interest of Customer Service we will record and monitor calls.

### Insurance Intermediary / Sales Employee

The sales adviser should insert details of their name, legal status, their address for correspondence and a contact telephone number/fax number or e-mail address and where relevant the companies with whom agencies are held.

No delegated or binding authority is granted by Irish Life to your Financial Adviser or Financial Broker in relation to underwriting, claims handling or claims settlement

## D. INFORMATION TO BE SUPPLIED TO THE POLICYHOLDER DURING THE TERM OF THE INSURANCE CONTRACT

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We at Irish Life are obliged by law to tell you if any of the following events occurs during the term of your contract:

- we change our name;
- our legal status changes;
- our head office address changes;
- an alteration is made to any term of the contract which results in a change to the information given in paragraph A(8) of this document.

*notes:*



*notes:*

*notes:*





## CONTACT US

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**PHONE:** 01 704 1010  
8am to 8pm Monday to Thursday  
10am to 6pm on Fridays  
9am to 1pm on Saturdays

**FAX:** 01 704 1900

**EMAIL:** [customerservice@irishlife.ie](mailto:customerservice@irishlife.ie)

**WEBSITE:** [www.irishlife.ie](http://www.irishlife.ie)

**WRITE TO:** Irish Life Assurance plc, Irish Life Centre, Lower Abbey Street, Dublin 1.

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In the interest of customer service we will record and monitor calls.

Irish Life Assurance plc, Registered in Ireland number 152576, VAT number 9F55923G.

Irish Life Assurance plc is regulated by the Central Bank of Ireland.

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